Avaya 3100 Mobile Communicator - Web UI User Guide

Avaya 3100 Mobile Communicator
Release 3.1

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Welcome

This section contains the following topics:

- **"Your Avaya 3100 Mobile Communicator - Web UI" on page 5**
- **"New in this Release" on page 5**
- **"Avaya 3100 MC - Web UI overview" on page 6**

Your Avaya 3100 Mobile Communicator - Web UI

Operating in your mobile Web browser, you can use the Avaya 3100 Mobile Communicator - Client Web User Interface (Avaya 3100 MC - Client Web UI) to access enterprise telephony features using the Avaya 3100 Mobile Communicator solution.

> ***Note:*** The Avaya 3100 MC - Web UI panes you see on your device may differ from the illustrations in this document, due to variations in the way devices display data.

New in this Release

The following sections detail what's new in *Avaya 3100 Mobile Communicator - Web UI User Guide* (NN42030-110) in Avaya 3100 Mobile Communicator Release 3.1.

Features

This release contains information about the following:

- **"Activating call routing" on page 19**

Other changes

The image files are updated. The new images show the Web UI on a BlackBerry device.

Revision history

July 2010

Standard 04.04. This document is issued to support Avaya 3100 Mobile Communicator Release 3.1. Editorial changes were made.

November 2009

Standard 04.03. This document is issued to support Avaya 3100 Mobile Communicator Release 3.1. Technical updates were made.

November 2009

Standard 04.02. This document is issued to support Avaya 3100 Mobile Communicator Release 3.1. Route Schedule configuration and Do Not Disturb activation were updated.

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Standard 04.01. This document is issued to support Avaya 3100 Mobile Communicator Release 3.1.

March 2009

Standard 03.02. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0. Changes were made to technical content.

March 2009

Standard 03.01. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0.

Avaya 3100 MC - Web UI overview

With Avaya 3100 MC - Web UI, you can perform the following tasks:

- Associate a single number-your office extension-with all of your outbound phone calls.
- Answer office calls on your mobile device or any defined device.
- Search for people in the corporate directory.
- See whether you have new voice mail messages in your mailbox.
- Statically redirect your incoming calls to an alternate contact number such as your home phone or another number.
- Force all calls to voice mail using the Do Not Disturb option.
- Communicate using of the following methods:
  - dial a number
  - select a contact from corporate search result
- Available outbound call modes:
  - Call-me-First—In this mode, your calls are set up in two stages. First, the system calls you at the location of your choice. After you answer, the system calls the other party
- Available telephony features (support varies by network):
  - call hold and retrieve
  - call mute
  - supervised and unsupervised call transfer
  - call swap
  - caller ID/caller name display (information varies by network)
  - conference call

Getting started

This section contains the following topics:

- **“Enterprise requirements” on page 7**
- **“Hardware requirements” on page 7**
- **“Licensing” on page 7**

Enterprise requirements

The Avaya 3100 Mobile Communicator - Web User Interface (Avaya 3100 MC - Web UI) requires the following applications at the enterprise site:

- Avaya 3100 Mobile Communicator Gateway
- Avaya Communication Server 1000 (Avaya CS 1000) Release 5.5 programmed with an account for each user

Hardware requirements

The Avaya 3100 MC - Web UI supports the following minimum requirements:

- Mobile devices with:
  - a color screen
  - a web browser
  - a minimum screen size of 160 X 120.

  Web page rendering is dynamically optimized for higher resolution formats.
- Personal computer with a Web browser

The Avaya 3100 MC - Client Web UI was tested using the default browsers on the following platforms:

- Microsoft Windows Mobile 6.0 and 6.1
- Windows Internet Explorer
- RIM BlackBerry
- Nokia
- Apple iPhone
- Opera

Languages

English is the only supported language.

Licensing

Provided that there is sufficient capacity on the system, the first time you log in to the system you receive a license to use the Avaya 3100 MC - Web UI. You retain this license regardless of your status on the network (logged in or out). Only the system administrator has the authority to revoke your license and make it available for another user.

Configuring the Avaya 3100 MC - Web UI

This section describes how to configure the Avaya 3100 Mobile Communicator - Web User Interface (Avaya 3100 MC - Web UI) and how to add a phone number or device.

> ***Note:*** Avaya 3100 MC - Client Web UI provides enterprise mobility features using the existing web browser on client devices. You are not required to install new client software to use Web UI.

The following topics are discussed:

- **"Accessing the Avaya 3100 MC - Web UI" on page 9**
- **"Adding a phone number or device" on page 11**

Accessing the Avaya 3100 MC - Web UI

You can use any computer (desktop PC or laptop) or your mobile device to access the Avaya 3100 MC - Web UI.

Prerequisites

- Obtain the following from your administrator:
  - the Avaya 3100 MC - Web UI Uniform Resource Locator (URL)
  - your user ID and password

Accessing the Avaya 3100 MC - Web UI

1. On your computer or mobile device, open a web browser.
2. In the **URL** box, type the Avaya 3100 MC - Web UI URL provided by your administrator.

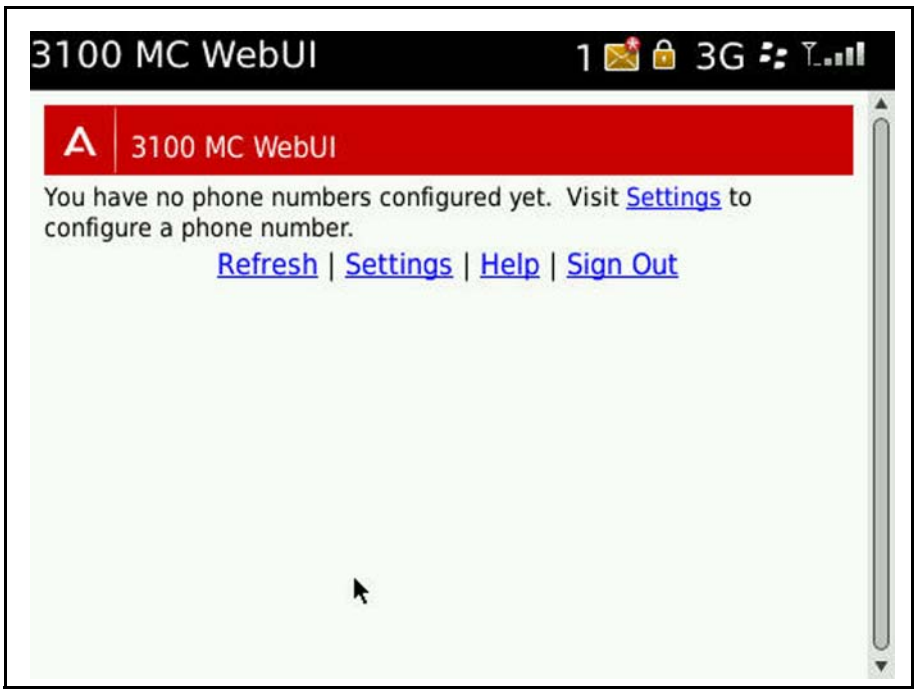
   Examples:
   http://mc3100.customerxyz.com:8080/mp
   https://mc3100.customerxyz.com:8443/mp

   The Login page appears.
3. Enter your ID and password provided by your system administrator.

   Contact your administrator if you enter your ID and password correctly but cannot log on.

4. Optionally, select the **This is a shared device/browser** check box to automatically log a user off the Avaya 3100 MC - Web User Interface when a Web session times out or is closed.

5. Click **Sign In**. The initial setup page appears with the following message: You have no phone numbers configured yet.


3100 MC WebUI
3100 MC WebUI
You have no phone numbers configured yet. Visit Settings to configure a phone number.
Refresh | Settings | Help | Sign Out

Note: The initial setup page appears only after you log on for the first time or if you delete all the phone numbers associated with your Avaya 3100 MC - Web UI account.

6. For future ease of use, bookmark this URL.

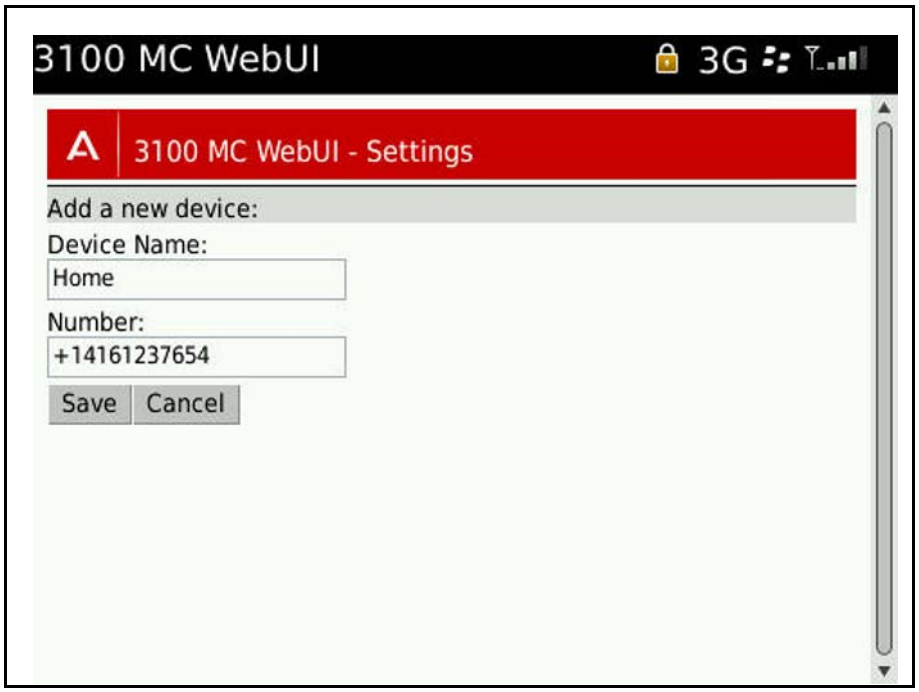
Adding a phone number or device

After you access the Avaya 3100 MC - Web UI for the first time, you receive a prompt to add a phone number or device.

Adding a phone number

1. Click **Settings** to add the initial phone number or device. The Settings pane appears.

2. Click **Add a new device**.



3. In the **Device Name** box, type a unique name for the new phone number or device.

4. In the **Number** box, type the phone number associated with the device name.

   Note: The format for the phone number must match the format for your enterprise infrastructure. If you are unsure of the format for your enterprise, contact your administrator.

5. Click **Save**.
6. Your voicemail service number is assigned a default value by your administrator. If your voicemail service number is different from the default, or you are instructed to change this number by your administrator, enter the voicemail service number and click **Save**.

Setting up a route schedule

You can optionally set up a route schedule so that at specific times you receive calls on a specific phone or device.

When call routing is selected, time periods that are not configured in the route schedule automatically receive Do Not Disturb mode. When in Do Not Disturb mode, you cannot place outgoing calls from the Avaya 3100 MC - Web UI without reconfiguring Advanced Call Routing.

Setting up a route schedule

1. From the Settings page, click **Use Advanced call routing**.
2. Click the **Add a route schedule** link.

   The Add new routing rule pane appears.
3. Create a rule.
   a. Select one of the preconfigured devices from the **Send calls to** list.
   b. Enter the time in the **From** and **To** boxes. Use 24-hour format or 12-hour format with am or pm suffix.

      Examples: 23:59, 2359, 11:59pm, 1159pm
   c. Place a check mark beside the days that this rule should be active.
4. Click **Save**.

You can create more than one schedule. For example, you might want one schedule for your normal working hours, and a second schedule for regular meetings or appointments.

If you create more than one schedule, the schedule may overlap with another schedule. Sort your schedules in priority order, so that the more important schedule is higher in the list.

Basic functions

This section contains the following topics:

- **“Logging on to the Web UI” on page 13**
- **“Exiting the application” on page 15**
- **“Making calls” on page 15**
- **“Recently Made Calls” on page 16**
- **“Searching the corporate directory” on page 16**
- **“Adding more devices” on page 17**
- **“Activating call routing” on page 19**
- **“Working with voice mail” on page 19**
- **“Mobile Do Not Disturb mode” on page 19**
- **“Mid Call features” on page 20**

Logging on to the Web UI

Complete this procedure to log on to the Avaya 3100 Mobile Communication - Web User Interface (Avaya 3100 MC - Web UI).

Prerequisites

- Obtain the following from your administrator:
  - the Avaya 3100 MC - Web UI URL
  - your user ID and password

Logging on to the Web UI

1. On your computer or mobile device, open a web browser.
2. Click the bookmark that you previously created.

   OR

   In the **URL** box, type the Avaya 3100 MC - Web UI URL provided by your administrator. For example, http://mc3100.customerxyz.com:8080/mp

3. Press **Enter**. The Login page appears.

Figure 1: Login page

4. In the **ID** box, type your SIP ID.
5. In the **Password** box, type your password.
6. Select the **This is a shared device/browser** check box to automatically log you off the Avaya 3100 MC - Web UI when the Web session times out or is closed.

7. Click **Sign In**. The home pane appears.

Exiting the application

1. Go to the Home panel of the Avaya 3100 MC - Web UI.
2. Select **Menu**, **Quit**.

Avaya recommends that you exit from the Avaya 3100 MC - Web UI before you shut off your device.

Making calls

After you log on to the Avaya 3100 MC - Web UI, you can make calls.

Making a call

1. On the **Home** page, check the contents of the **Calls go to** field.

   If the **Calls go to** field specifies Do Not Disturb, see **"Mobile Do Not Disturb mode" on page 19**.
2. In the box to the right of the telephone icon, type the number to dial.
3. Click **Call**. The Home page lists the status of the call.
4. Answer the incoming call on the computer or your mobile device. You hear the far end ringing until your party (or their voice mail) answers the call.

Making a call from the History or Search Results screen

You can make a call from the History or Search Results screens. When you start from these screens, you receive more options for placing the call.

1. From the History screen, click a hyper linked telephone number.
   OR
   From the Search Results Detail screen, click a hyper linked telephone number.
2. On the Confirmation screen, click **Call**.

Recently Made Calls

The Avaya 3100 MC - Web UI keeps track of recently made calls from the device and displays a maximum of five entries on the Main pane.

When the link to recent calls is selected, a list of the last 20 calls made from the device is displayed.

Reviewing a list of Recent Calls

1. On the Main pane, select the **Recently Made Calls** link.

   The Recently Made Calls pane appears.
2. Recent calls are displayed as a link. Select the link for a number to start a call.
3. Select **Menu, Quit** to exit the application.

Searching the corporate directory

To search the corporate directory, complete this procedure.

Searching the corporate directory

1. On the **Home** page, in the box located to the right of the magnifying glass icon, type a name (first or last) or search string.

Figure 2: Home page

2. Click **Search**. The search results appear on the Directory Search page.

   The search results include all contacts where the first or last name match the entered search string. If no matches are found, the following message appears: Nothing found.

3. Up to 25 entries appear on the screen. If there are more than 25 entries, click the right arrow (**>**) to navigate forward in the list to the additional entries. Use the left arrow (<) to navigate backward in the list.

4. Select an entry in the list. The details screen shows the list of numbers for that person, and you can click a number to dial the person.

5. To search again, in the box at the top of the page, modify or delete the previous search criteria and enter new search criteria, and then click **New Search**.

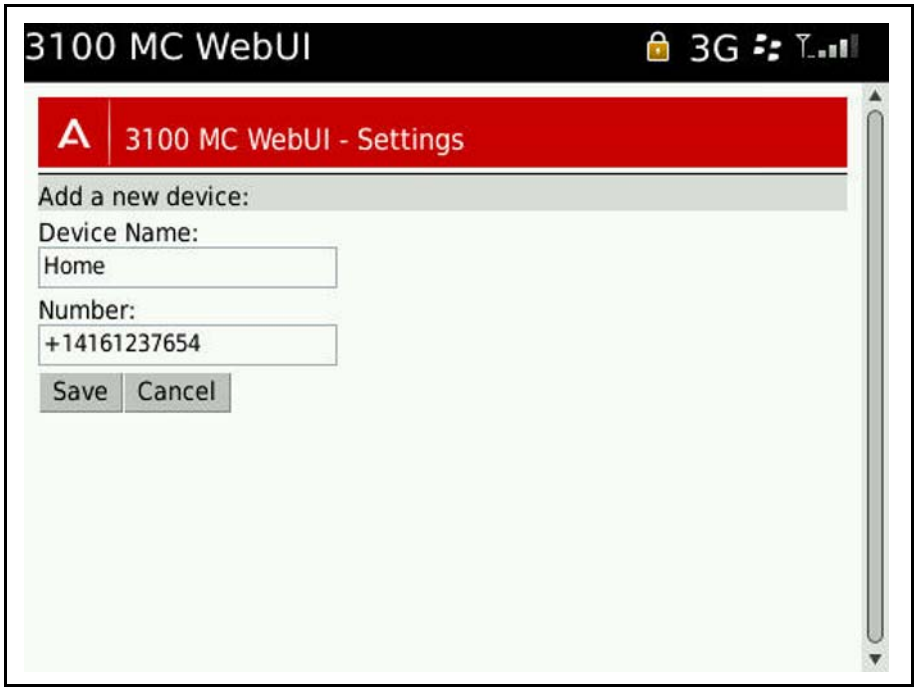
Adding more devices

Add more phone numbers or devices where you can be reached.

Adding more devices

1. On the **Home** pane, click **Settings**.

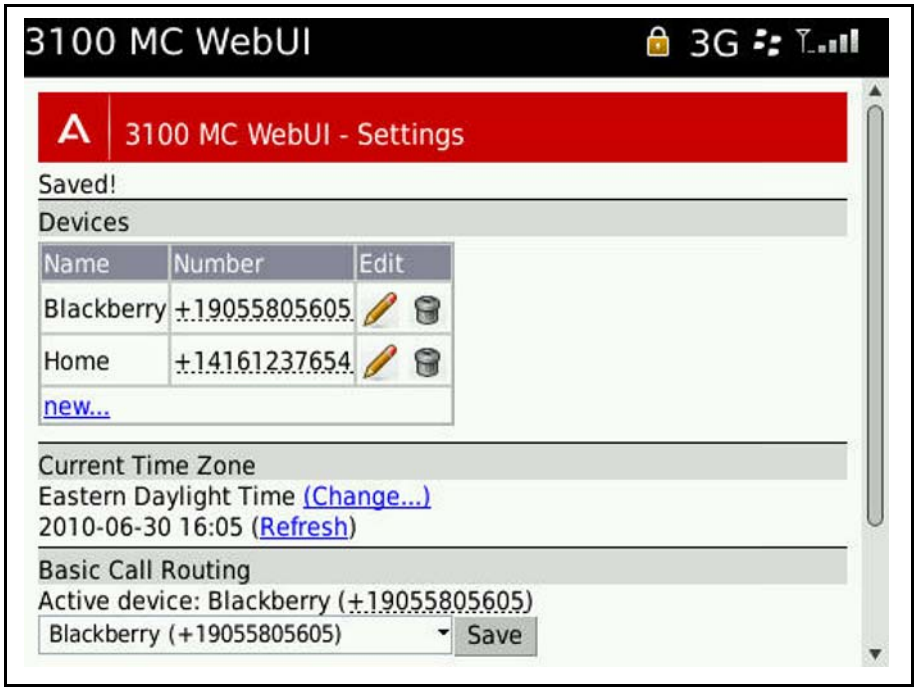
2. Click the **new** link. The Add a new device pane appears.



3. In the **Device Name** box, type a unique name.
4. In the **Number** box, type a number that is reachable from within your enterprise infrastructure.

   Note: The format for the phone number must match the format for your enterprise infrastructure. If you are unsure of the format for your enterprise, contact your administrator.

5. Click **Save**. The Settings pane appears listing the device.



Activating call routing

Activate call routing to select a device as the default device for all incoming calls to your enterprise extension. You can select only one device at a time as your default device. For information on setting up a Route schedule, see **“Setting up a route schedule” on page 12**.

Activating call routing

1. From the **Home** page, click **Settings**.
2. On the **Settings** page, select the device that you want for your default device.

Working with voice mail

You can use your Web UI with your Enterprise voice mail system.

Checking voice mail

1. On the **Home** pane, click **Refresh**. The Home page refreshes and one of the following messages appear:
   - Voicemail: No messages
   - Voicemail: New messages

Retrieving voice mail

1. On the **Home** pane, click the **Voicemail: New messages** link.
2. Answer the incoming call. You are connected to your Enterprise voicemail system.
3. Enter your PIN when prompted.

Configuring voice mail

The voice mail service number is provided by your administrator. You can change the service number if requested to do so by your administrator.

1. On the **Home** pane, select **Settings**.

   The voice mail service number is displayed at the bottom of the Settings pane.
2. Choose the new voicemail service number from the drop down menu, and click **Save**.

Mobile Do Not Disturb mode

To stop calls from being sent to your mobile device, enable Do Not Disturb mode. When your device is in Do Not Disturb mode, you cannot place calls from the Avaya 3100 MC - Web UI.

Enabling Do Not Disturb mode

1. On the **Home** pane, click **Settings**. The Settings pane appears.
2. On the **Settings** pane, select **Send Calls to**, **Do not disturb**.
3. Click **Save**.

Disabling Do Not Disturb mode

1. On the **Home** pane, click **Settings**. The Settings pane appears.
2. On the **Settings** pane, select **Send Calls to**, and then select your telephone number.
3. Click **Save**.

Mid Call features

While in an active enterprise call, you can invoke the following features:

- **"Placing a call on hold" on page 20**
- **"Releasing a call from hold" on page 20**
- **"Placing a call on hold and making another call" on page 20**
- **"Canceling a call" on page 20**
- **"Swapping two calls" on page 21**
- **"Executing a consultative transfer" on page 21**
- **"Executing a blind transfer" on page 21**
- **"Executing a consultative conference" on page 21**
- **"Blind conference" on page 21**

Ensure that you know the system prefix. By default, the prefix is *.

Placing a call on hold

While on a call, you can place a call on hold.

1. To place a call on hold, press **<prefix>6#**.

Releasing a call from hold

You can release a call that you placed on hold.

1. To release a call on hold, press **<prefix>7#**.

Placing a call on hold and making another call

After you place a call on hold, you can place another call.

1. To hold a call and dial another, press **<prefix>1<number to dial>#**.

Canceling a call

You can cancel a call. For example, if you place a call on hold and make a second call, you can cancel the second call.

1. To cancel a call, press **<prefix>2#**.

Swapping two calls

You can swap two calls. For example, if you have a call on hold and are on a second call, you can place the second call on hold and make the first call active.

1. To swap two calls, press **<prefix>3#**.

Executing a consultative transfer

You can consult with a third-party during a call and then transfer the call to the third-party.

1. To execute a consultative transfer, press **<prefix>1<number to dial>#**.
2. Consult with the third party.
3. To transfer the call, press **<prefix>4#**.

Executing a blind transfer

You can transfer a call directly to a third-party.

1. To execute a blind transfer, press **<prefix>1<number to dial>#**.
2. While the third party is ringing, press **<prefix>4# to transfer**.

Executing a consultative conference

You can consult with a third-party while on a call and then conference in the third party.

1. To execute a consultative conference, press **<prefix>1<number to dial>#**.
2. Consult with the third party.
3. To conference, press **<prefix>5#**.

Blind conference

You can directly conference in a third party.

1. To execute a blind conference, press **<prefix>1<number to dial>#**.
2. While the third party is ringing, press **<prefix>5#** to conference in.

Acronyms

Table 1 lists the acronyms used in this guide.

Table 1: Acronyms

Acronym	Full Name
Avaya 3100 MCC	Avaya 3100 Mobile Communicator - Client
Avaya 3100 MCG	Avaya 3100 Mobile Communicator Gateway
SIP	Session Initiation Protocol
PBX	Private Branch Exchange
PSTN	Public System Telephone Network
URL	Uniform Resource Locator